

CoreMMIS and Provider Healthcare Portal Implementation



Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
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Agenda

- *Implementation*
- *Current Issues*
- *Post-implementation Items*
- *Q&A*



Implementation

- *CoreMMIS* implemented over the weekend (2/11) and the Provider Healthcare Portal was implemented 2/13
- Daily calls with state, business partners, and associations began 2/10
- IndianaMedicaid.com website updated (*e.g.*, link to Portal, updated fee schedule, etc.)



Implementation (*cont.*)

- Stability issues with Provider Healthcare Portal
- Claims processing issues
 - Electronic Data Interchange (EDI) claims reprocessed
 - Institutional claims not available on Portal until 2/17
- Call center volume and voicemail messages high
- Presumptive eligibility timing out and \$0 issue



Current Issues

- PA issues persist
 - CMCS receiving RBMC PA requests and backlog of PAs due to downtime
 - Working to issue updated guidance to providers
- Delayed electronic payments (EFTs) and EDI electronic remittance advice (835s)
 - Both posted on 2/23
- Delayed MCE eligibility
 - MCEs working to be caught up on files next week; use IHCP Provider Healthcare Portal to verify eligibility.



Triage Plan in Action

- Daily touch point with associations and partners to track major issues and provide updates
- Direct e-mail for associations to share specific items (coremmis.golive@hpe.com)
- Command Center assigning severity and priority in consultation with state; dashboards to monitor progress



Triage Plan (*cont.*)

- Publications will continue through normal and emergency processes to address ongoing and ad hoc issues
- Added daily notice to IndianaMedicaid.com to keep providers updated on issues
- HPE Provider Consultants focus on provider issues, including training.



What You Can Do

- Encourage your membership to sign up for bulletins – more guidance forthcoming
 - Consolidated resources available in BT201711
- Aggregate issues and report them to the state through daily call or e-mail
- Providers can directly email issues to inCoreMMIS2015im@hpe.com (secure PHI!)
- Register for workshops, arrange for virtual training for large groups, use archived materials



Post-Implementation

- Efforts will be focused on stabilizing the system and preparing for CMS certification
 - Reduced bandwidth for major initiatives until Fall 2017
 - HPE call center hours extended temporarily
 - Continued monitoring of performance and modifying accordingly
 - Renewed focus on training and provider education



Metrics - FFS Claims

More than 320,000 dental, institutional, and professional claims processed since 2/14

Date	Dental	Institutional	Professional
2/14/2017	64	41	121
2/15/2017	30	1,657	202
2/16/2017	605	8,781	29,119
2/17/2017	2,109	9,118	33,515
2/18/2017	1,370	10,868	46,162
2/19/2017	7	120	439
2/20/2017	676	6,061	11,653
2/21/2017	770	6,285	13,260
2/22/2017	3,119	4,942	75,372
2/23/2017	1,044	24,708	30,354



Metrics - Eligibility Inquiries

Over 730,000 eligibility verifications since 2/13.

Date	# Transactions	Avg. Resp. Time (sec.)
2/13/2017	40,445	5.0276
2/14/2017	99,777	10.8392
2/15/2017	87,958	2.2358
2/16/2017	105,360	4.2617
2/17/2017	11,108	12.2429
2/18/2017	5,642	0.8171
2/19/2017	6,378	0.8696
2/20/2017	99,293	0.7254
2/21/2017	99,113	0.7250
2/22/2017	90,523	0.7654
2/23/2017	89,008	0.7783



Successes

- Over 12,000 providers and delegates registered for Portal
- Claims adjudicating closer to policy
- Shorter financial cycle processing time
- Quicker eligibility file processing
- Providers already using new online features (*e.g.*, enrollment, prior authorization, training)



Questions?

Thank you for working with us!

